

2023

# Company Profile

Version 5.2



**Clandestine Solutions Pty Ltd**

*Designing quality solutions for your business*

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## 1.0 About Us

We're an Australian-owned company with a proven track record of helping clients achieve their goals by providing a range of cutting-edge software and electronics hardware solutions. Whether you need turn-key solutions like Microsoft 365, or customized solutions tailored to your specific business needs.

Our team of expert engineers and software developers are dedicated to providing you with the right solution that best fits your business requirements. With our extensive industry experience and technical expertise, we can design and implement customized solutions across a wide range of industries, providing you with greater flexibility and a wider range of options to choose from.

We understand that some of our clients may require discretion and confidentiality for their projects. That's why we prioritize our clients' privacy and allow them to maintain control over their projects until they're ready to be announced (if at all). We work on a wide range of projects, from discrete security-sensitive projects to unique technology products and publicly available commercial services.

Moreover, we believe in the power of collaboration and actively encourage businesses to work together with us to create the best solutions for our clients. Whether you need additional expertise or resources, we are always happy to collaborate with other businesses to deliver the best results for your project.

## 2.0 Professional Services

### 2.1 Software Development

Our primary service, where we assist you by planning, tailoring and implementing your entire solution from inception to finish. Below are some of our most common use cases:

- **Software Automation** - Have long paper trails and want to automate the entire process into an online digital process? Saving you hours of manual labour work and cut large long-term cost!
- **Software Integration Development** - Have a complex mix of multiple software systems which may need the ability to synchronise data across systems?
- **Secure Authentication/Authorization** - Require a platform that is able to log into various other systems securely, so that you don't have to sign into each system every time?
- **Control System Integration** - Require a system that centralizes communication and data between your hardware and software?
- **Web Based Development** - Need your own platform built to service your business customers, such as a business or customer portal?
- **Software Development** - Create and design a software product to be used on a Microsoft Windows environment
- **Software Upgrades** – Upgrading your software to the latest framework to increase security and compatibility.
- **Software Testing** - Using automated testing tools to test existing code, such as NUnit or Specflow
- **Mixed Reality/VR Development** - Want to make your business process or idea in a visual and interactive format?

#### 2.1.1 How do we accomplish this?

So that projects are delivered to client satisfaction, we follow a more iterative approach for our project delivery (which may include several discussions through our development process) so that you get the product you need for your business or end customer.

As each project we take on is different and unique to each client, we follow several basic steps:

1. Find out what is the problem your company needs to solve and if we are able to help you.
  - a. If we cannot help you, we will refer you on to someone we trust who can or at least try give you some advice from our experience, so you can make a more informed decision on the direction you need to take.
2. Work with you to determine the best approach to your problem.
3. Find out the requirements of the project.
4. Plan and create roadmaps for the project to understand what, how, when and where we are delivering the project to you.
5. Start implementing the project for delivery.

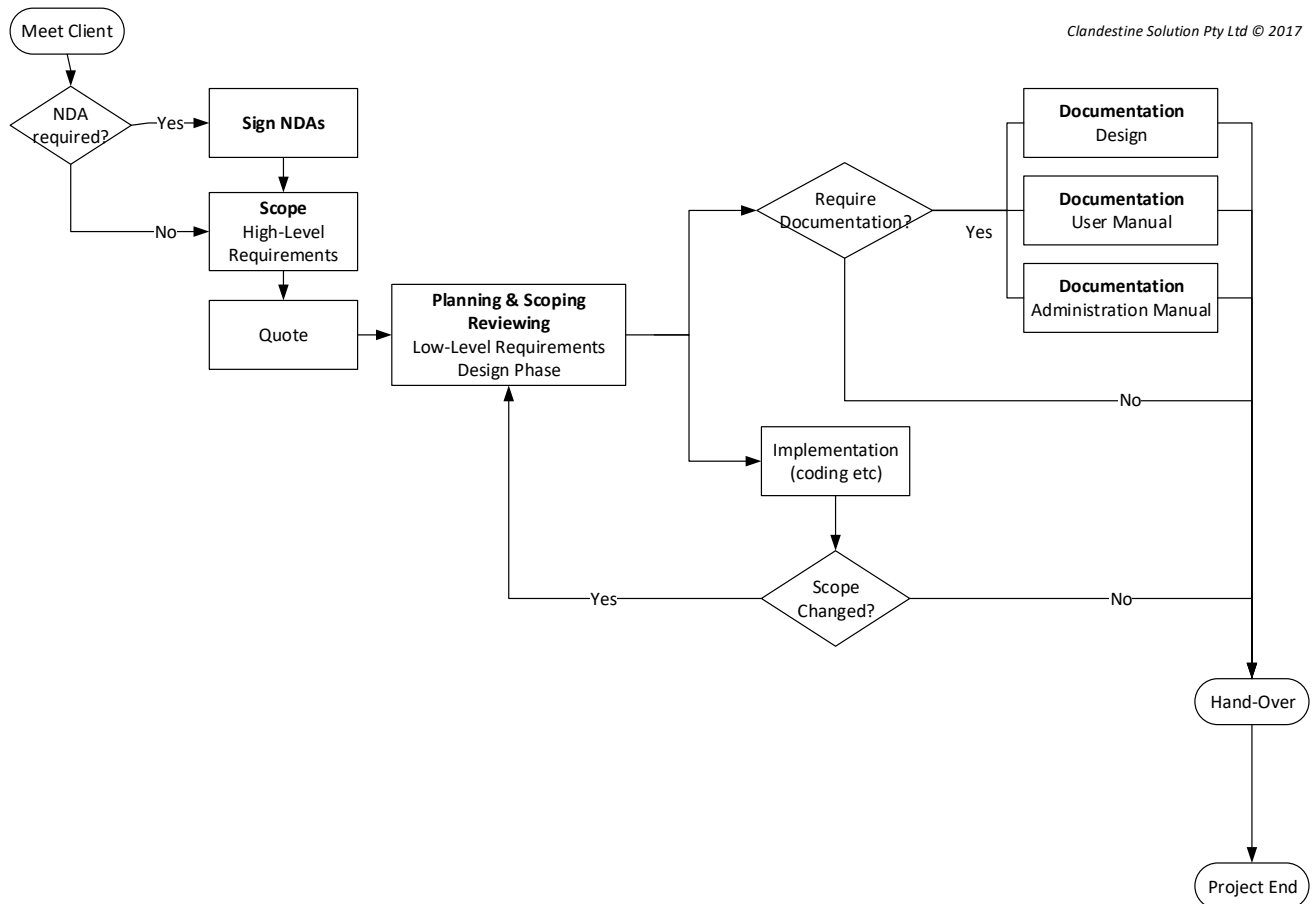


Figure 1 – General Project Flow

Our software development is mainly **Microsoft technology based** and can involve the entire "stack" process, from the front-end (UI) all the way to the backend database design and storage in backend infrastructure (ie. Azure). We also make sure our solution is secure as possible for your scenario.

Additionally, we even help you make sure your solution is outfitted with the right tools, for example if you require hosting equipment, networking systems or even securing the solution further with more security tools (eg: biometrics), we will help you find the right people and collaborate with them to make sure your solution works and is integrated together the best way possible.

For more costing information or how we can help you with this, please contact our sales representatives.

## 2.1.2 Technical Abilities

### 2.1.2.1 Software

#### 2.1.2.1.1 Technology

Our company primarily does software development using Microsoft technologies with .NET libraries. Our main development is mainly focused around using C# to develop our products and services, using security principles. Thus we use various technologies with the framework (but not limited to):

- .NET Frameworks
  - All versions
  - Currently we have active projects with: 4.0 (legacy) / Core / 8.0
- Web Services
  - WCF (legacy)
  - Web API
- Window Services
- Web UI
  - MVC
  - ASP.net / razor
  - JavaScript
  - Blazor
- Application / Desktop UI
  - WPF
- Reporting
  - SSRS
  - Power BI
- Data
  - Entity Framework Core
- Authentication / Authorization
  - Active Directory (AD)
  - Active Directory Federation Services (ADFS)
  - Microsoft Identity (Entra ID)
  - Identity Server (OpenID Connect)
- Database design / storage
  - Microsoft SQL Server
  - Microsoft Azure SQL
- Mixed Reality (AR/VR)
  - Hololens 2 (MRTK)
  - Unity

#### 2.1.2.1.2 Development Focus

The primary focus of our development is mainly:

- Custom Application Development
  - Multi-threading applications

- Real-time applications
- Web based applications
- Desktop based applications
- Mixed Reality (for training and education, planning and various other needs)
- Software As A Service (SaaS)
- Integration
  - Single Sign on (SSO, eg: portals)
  - Microsoft 365 Power Automate
  - Microsoft 365 Power Apps
  - and various other custom or off-the-shelf software systems

### 2.1.2.2 Infrastructure

If required for a project, we offer the use of our hosted cloud services via the Azure platform. For more information, please see our 'Cloud Services' documentation or contact our sales representatives.

## 2.1.3 Hardware

### 2.1.3.1 Technology

Our hardware integrations primarily are with software using .NET and custom electronics (or sometimes off-the-shelf), such as:

- Control Systems
  - PLCs
  - Audio / Visual – AMX, Creston
- Biometrics
  - Fingerprint Scanners
  - Number plate recognition (NPR)
  - Biometric Locks
- Unmanned Aerial Vehicles (UAV)
- Unmanned Ground Vehicles (UGV)
- Monitors and Sensors:
  - GPS
  - Temperature Sensors
  - Motion Sensors
  - Lidar
- Mixed Reality
  - Hololens 2

And various other hardware systems

#### 2.1.4 Our Audience

Our software development services are primarily geared towards enterprise and government entities across different industries, driven by the necessity to address legacy systems and fulfill the demand for comprehensive business requirements. However, we also engage with larger SME businesses, such as in the mining and engineering sector.

Our engineering and design approach distinguishes us from just IT developers or “code monkeys”. We are engineers who understand, architect, plan, design, and implement solutions with the intent of ensuring longevity and flexibility for future expansion.

We offer two distinct approaches when working with our customers:

1. **Direct project delivery** - We have the capability to handle projects from start to finish, providing end-to-end delivery.
2. **Augmented project delivery** - We work with your existing IT and engineering development team, offering supplementary expertise and resources to enhance project resources and help project delivery. This involves resources on-site or remote.



## 2.2 Cloud Services

With the adoption of the cloud services and the digital transformation of many businesses, as a Microsoft partner and Cloud Solution Provider (CSP) we have the ability to provide and host various platforms such as Microsoft 365, Dynamics 365, Azure and more. Our services include the following:

- Ability to mix and match certain features and plans with M365 and our other services
- Access to Microsoft Partner only licensing, plans and discounts
- Easy purchasing, upgrades and add-ons with our other available products and services.
- Consolidated billing across all Microsoft services and other services we provide.
- Special bundled pricing with our available Microsoft services and our other services.
- Offer additional services you can add-on to you M365 plan:
  - Microsoft CoPilot
  - Microsoft Azure
  - Microsoft Dynamics 365
  - Microsoft Teams Calling (VOIP)
  - Microsoft Dataverse (Power BI, Power Automate, Power Apps)
  - Microsoft Project
  - Microsoft Visio
  - eSignature platform
  - Cloud backup and restoration services for your M365 tenant
- Education services - keeping you informed and updated with all our services.
  - Fully certified Microsoft and IT specialist advice and assistance
  - Help you understand the different services you have purchased with us
  - Help you understand and determine if you actually require other services (eg: Microsoft Bookings vs Calendly or Microsoft Planner vs Trello – you only need to pay for one of them, not both!)

As each of our cloud services can be customised directly for your business, for further details and costing information please contact our sales representatives via [sales@clandestine-solutions.com.au](mailto:sales@clandestine-solutions.com.au).

For clarification, Clandestine Solutions is an engineering company and a Cloud Service Provider (CSP), not a manage services provider (MSP). **Our main goal is to help you understand and learn about the systems you have purchased** from us, so that you are able to troubleshoot issues with your own team, with the occasional help from us. So **we encourage you and your team to be open to continuous learning** with these evolving cloud platforms.

However, **we can work with any existing MSP you have, or we can recommend one we trust** to take care of your support requirements.



### 3.0 Company Details

Company Name	Clandestine Solutions Pty Ltd
Trading Name	Clandestine Solutions Pty Ltd
Company Abbreviated Name	CSPL
ABN	19 169 585 166
Main Office Location	Level 27, 32 Turbot St, Brisbane City, Queensland 4000, AU
Office Number	+61 7 3181 4332
General Sales Email	<a href="mailto:sales@clandestine-solutions.com.au">sales@clandestine-solutions.com.au</a>
General Support Email	<a href="mailto:support@clandestine-solutions.com.au">support@clandestine-solutions.com.au</a>
Website	<a href="http://www.clandestine-solutions.com.au">www.clandestine-solutions.com.au</a>
Socials	LinkedIn: <a href="https://www.linkedin.com/company/csplofficial">https://www.linkedin.com/company/csplofficial</a> Twitter: <a href="https://twitter.com/csplofficial">https://twitter.com/csplofficial</a> Facebook: <a href="https://www.facebook.com/csplofficial">https://www.facebook.com/csplofficial</a>

## 4.0 Our Partners

To help achieve our client's project goals and provide various additional resources for our client's projects when required, we are partnered with the following organisations:

Silver  
**Microsoft**  
Partner  
Partner ID: 4844697



## 5.0 Our Affiliates

We are affiliated with the following organisations:



QAssure number: 14893

GITC number: Q-6367



## 6.0 Expertise and Experience

We have developed quality and cutting-edge technologies for various clients, mainly for larger companies, corporations and various government agencies. However, due to the verticality of our services (eg: M365), we have also worked with various sized SME's. Below are some of our most recent projects:

- Microsoft 365 projects
  - automated migration, deployment and implementation for tenants ranging from 1 to 300+ employees.
- Software development projects:
  - OSCAR – a mixed reality training platform for a mining organisation
  - QuickSafety – an electrical safety platform for a regulation and compliance organisation
  - AutoVet – a weapons licensing platform for a government organisation
  - NECF – an electrical contractors portal for a government organisation
  - Retailer Notification – contractors portal extension for NECF
  - PI External – contractors portal extension for NECF
  - NIA DMA AER UI – internal system integration extension for the administration team for a government organisation
- Software and electronics integration development projects
  - PMIS – a biometrics tracking platform for government correctional facilities.
  - BORIS – a biometrics tracking platform for government correctional facilities.

Some testimonials from our clients are available on our website and google reviews.

## 6.1 Case Studies

Some cases studies of our software and development services\*:

*\*Due to confidentiality and sensitivity reasons, our case studies shown do not state the company, the project or any other sensitive information about the project.*

### 6.1.1 Case 1 – Custom Software Development

This project we undertook as a 3-part project as an external contractor, in partnership with a primary contractor, spanning over several months:

1. The first part of the project was adding additional functionality to an existing system. This involved:
  - the ability to automatically notify all customers of the client with important notifications real-time, with information such as outages and maintenance periods.
  - the development of multiple screen interfaces for the clients to view, edit and remove information
  - the development of backend integration into other existing systems.
2. The second part of the project was adding more additional functionality to the system from point 1 above. This included:
  - allowing external contractors to update their details and interact with selected data integrated from other systems within the client's environment, such as notifications, readings and so forth.
  - the development of multiple screen interfaces for the clients to view, edit and remove information
  - the development of backend integration to other external existing systems.

3. The third and final part of the project, was a completely separate system to be used by the client for integration and management of their “big data”. This involved:

- multiple screen interfaces for the client’s users to view, edit and remove information
- backend integration development with various large data sources to allow their administrators to manage different parts of their data instead of manual data management.

### 6.1.2 Case 2 – Custom Software Development

This project we undertook as an external contractor, in partnership with a primary contractor, reaching up to a year. This system involved:

- integrating systems within the client’s environment to allow centralised vetting to be done automatically and quickly (than the previous manual process), and to meet upcoming vetting legislation.
- implementation of several rules in the vetting environment which needed to be automated, so that the applicant satisfied several requirements as a part of a larger business process
- the development of multiple screen interfaces for the client to view information
- vast amounts backend integration with various existing systems within the client’s environment.

### 6.1.3 Case 3 – Custom Software & Hardware Integration

This project we undertook as an external contractor, in partnership with various other companies. Our involvement included building a complete software system that allowed tracking of users through an environment:

- by integrating with identification hardware (such as biometrics & kiosk).
- processing hardware information in real-time to process multiple users at once, in many locations at any one time. Thus, servicing over 100 users at the same time, in a few seconds.
- allowing the users to interact with specific kiosk that showed users various information for the day, acquire assistance and order specific items as required.

### 6.1.4 Case 4 - Custom Mixed Reality/VR training platform

This project we undertook as an external contractor, which our involvement included building a new mixed reality utilizing the Hololens 2 that allowed training of staff on how to use on-site equipment:

- interactive training with (overlying real equipment) and without the physical equipment being present
- available in multiple languages, therefore able to be used around the world
- ability to have continuous updates with the device remotely